

# Customer Service

## Curriculum Guide

### Program Description

In the Customer Service Program, students work in a simulated customer service environment utilizing a telephone and a computer to learn all aspects of customer service including problem solving, telephone techniques and etiquette, computer concepts, and business correspondence. This hands-on training insures the student can work effectively on the computer while communicating clearly, resolving problems, and remaining tactful when handling complaints and satisfying customers.

Advanced students may also qualify to work in one of the MCTI offices or other internship opportunities available.

Students within this department may take any courses listed with instructor approval.

### Customer Service Program Admission Requirements: None

### U.S. Department of Labor Occupational Profile:

*Students who most closely match the occupational profile of a Customer Service Clerk are selected for enrollment.*

- **Aptitude/Abilities:** Demonstrated ability to communicate through oral/written formats, ability to use communication and information technology, ability to problem solve, strong interpersonal relations, basic keyboarding skills and ability to attain keyboard speed of 35 wpm, task planning and organization; average clerical perception
- **Work Keys:** 4
- **CASAS Scaled Score:** Reading & Math 226-235
- **Environment:** Office
- **Physical Demands:** Sedentary
- **Temperament:** Ability to make judgments; performs a variety of tasks and enjoys working with people

### Certificate of Completion Programs (SOC Code):

- Information Clerk (43-4171)
- Customer Service Clerk (43-4171)
- General Office Clerk (43-9061)
- Business Support Specialist (invitation only) (43-9199)

The Customer Service program is two to three terms and students are expected to earn the Customer Service Clerk certificate or General Office Clerk certificate.

Students take core courses during the first term. Those students who successfully complete the first term, but are unable to continue to the second term, may receive the Information Clerk certificate.

At the end of the first term, the instructor invites those students who successfully demonstrate academic progress by maintaining a grade point average of 2.0 or better and good employability skills to advance to the second term. Depending on the student's skills and interests, the student may work toward the Customer Service Clerk or General Office Clerk certificate.

Advancement beyond the second term is by invitation only.

# Required Courses for Certification

*Students must demonstrate academic progress (satisfactory grade point average) and good employability skills to advance from term to term.*

## Information Clerk (Core Courses)

(First Term)

Course Number	Course Name	Credits
CS 100	Customer Service for Business	2
CS 101	Keyboarding	1
CS 102	Communications	2
CS 103	Introduction to Microsoft Office	2
CS 104	Stress Management	1
CS 105	Problem Solving in Customer Service	2
CS 106	Business Forms I	1
HC 101	Medical Terminology	2

## Customer Service Clerk

(Second Term)

Course Number	Course Name	Credits
CS 200	Advanced Customer Service	2
CS 201	Intermediate Keyboarding	1
CS 203	Using the Internet and Email	1
CS 204	Creating Business Documents Using Microsoft Word	2
CS 205	Advanced Problem Solving in Customer Service	2
CS 206	Business Forms II	1
CS 207	Business Correspondence	2
CS 208	Job Search Strategies	1

## General Office Clerk

(Second Term)

Course Number	Course Name	Credits
CS 201	Intermediate Keyboarding	1
CS 203	Using the Internet and Email	1
CS 206	Business Forms II	1
CS 208	Job Search Strategies	1
CS 220	Intermediate Software Applications	6
CS 221	Intermediate Business Simulation	2

## Business Support Specialist

(Invitation Only –Third Term)

**Student must have earned a Customer Service or General Office Clerk Certificate**

Course Number	Course Name	Credits
CS 300	Advanced Computer Applications	6
CS 301	Advanced Business Simulation	6

## Electives

(Instructor Approval)

Course Number	Course Name	Credits
CS 120	Telephone Skills	1
CS 121	Introduction to Customer Service	6
CS 680	Independent Study	Varies
CS 690	Work Internship	Varies

Students within this department may take any courses listed with instructor approval.

*Instructors, program managers, and/or the referring counselor may recommend employability skills and elective classes based on the student's needs, abilities, interest and behaviors. Job Seeking Skills is required for all students anticipating to graduate from MCTI.*

# Course Descriptions

## CS 100: Customer Service for Business

This course is designed for students wishing to gain a fundamental understanding of customer service in business. Students supplement their knowledge through readings of customer service related literature. **Topics covered:** customer service in business/ industry, role of a customer service representative, how technology is used, managing multiple tasks.

## CS 101: Keyboarding

Students familiar with alphabetic key locations review and/or enhance their keyboarding and ten-key skills. **Topics covered:** touch-typing techniques on the alphabetic keyboard and ten-key numeric keypad, ergonomics, proper posture.

## CS 102: Communication

This course focuses on fundamental oral communication skills. Students will demonstrate effectiveness in oral/verbal communications through the use of speeches and presentations. **Topics covered:** basic oral communication; verbal/nonverbal communication, effective feedback, perception, cultural awareness, telephone etiquette/proper procedures including holds, transfers, taking messages.

## CS 103: Introduction to Microsoft Office

In this Introductory course, students gain a working knowledge of Microsoft Windows and Office including Word, Excel, PowerPoint, and Access. **Topics covered:** manipulating the Windows Desktop, managing files/folders using Windows Help; creating, saving, editing Word documents by formatting text and adding clipart graphics. Creating a simple Excel worksheet and chart; producing a PowerPoint presentation with clipart; constructing a database with tables and forms.

## CS 104: Stress Management

In this course, students learn and/or improve fundamental skills in stress management and coping styles to increase effectiveness at work. **Topics covered:** personal awareness, stress management tools (time management, organization, goal setting, coping techniques and strategies).

## CS 105: Problem Solving in Customer Service

During this fundamentals course, students learn how to approach customers to prevent and resolve basic problems in customer service. **Topics covered:** meeting customer needs, empathy, positive interaction skills, communication problems, role of employees and customers in problem resolution, interaction with customers after a problem has developed, and dealing with difficult customers.

## CS 106: Business Forms I

In this course, students learn and practice preparing forms used daily in businesses. **Topics covered:** completing forms accurately and legibly (invoices, purchase orders, credit memorandums, inventory sheets, shipping memorandums and labels, bills of lading).

## CS 120: Telephone Skills

Fundamental skills in telephone courtesy and etiquette. **Topics covered:** proper telephone operations and procedures, greetings, clarifying information, questioning techniques, call holds, transfers, and message-taking procedures.

## CS 200: Advanced Customer Service

In this course, students apply basic knowledge/skills, and/or experience in customer service in simulated situations (role plays) to build proficiency when dealing with customers. The course features presentations from customer service representatives and field trips. **Topics covered:** integration of customer service skills.

## CS 201: Intermediate Keyboarding

Students who can key 30 wpm with 95% accuracy learn to improve their speed and accuracy and learn the ten-key numeric keypad on a computer. **Topics covered:** touch-typing techniques on the alphabetic keyboard and ten-key numeric keypad.

## CS 203: Using the Internet and E-Mail

In this course, students learn and apply basic skills when using the Internet, search engines, and e-mail communications to accomplish work objectives. Students create a professional e-mail account. **Topics covered:** how to use the Internet and search engines to find information; Internet policy; e-mail communication basics (e.g., netiquette and other formal/informal guidelines).

**CS 204: Creating Business Documents Using Microsoft Word**

In this course, students apply Microsoft Word skills to create a variety of business documents. **Topics covered:** formatting letters, memos, reports; setting and changing tabs; creating tables; and merging and printing form letters, envelopes, and labels.

**CS 205: Advanced Problem Solving in Customer Service**

During this course, students apply basic customer service skills while learning to deal effectively with more difficult and complex customer service problems to insure customer satisfaction. **Topics covered:** identifying and matching communication styles of customers, and working with business customers.

**CS 206: Business Forms II**

A continuation of Business Forms I. Students learn and practice preparing many commonly used business forms. **Topics covered:** accurate and legible completion of forms (deposit slips, receipts, promissory notes, time and wage records, payroll registers, payroll checks, certified mail, and conditional sales contracts).

**CS 207: Business Correspondence**

During this course, students review proper language, style, and grammar required to compose clear, concise, and appropriate business documents. **Topics covered:** punctuation, capitalization, word usage, sentence structure, and formats of business documents.

**CS 208: Job Search Strategies**

This course is designed for students who are starting to look for work. Students use skills learned in the Job Search Preparation and/or Job Seeking Skills classes to prepare and search for a job in their field. Students build a personal portfolio that highlights their skills, abilities, and achievements. **Topics covered:** resumes, references, cover letters, thank you letters; cold call and follow-up telephone scripts; interview and presentation skills, answering and asking questions; building a personal portfolio to highlight skills, abilities and achievements.

**CS 220: Intermediate Software Applications**

This course is for students who already use the fundamental features of Office Suite software. Students build skills using word processing, spreadsheet, database, and presentation software using common intermediate functions typical in business. **Topics covered:** Microsoft Word, Excel, Access, PowerPoint and Publisher programs.

**CS 221: Intermediate Business Simulation**

In this course, students apply their computer applications and organizational skills to complete a variety of computerized jobs following a simulated business's standards to gain experience and build proficiency. **Topics covered:** formatting and composing letters, memorandums, tables, press releases, and reports; organizing and prioritizing work to meet deadlines; following business standards.

**CS 300: Advanced Computer Applications**

This course is designed for advanced students demonstrating enhanced aptitude and performance using computer software in the business setting. The course is offered by invitation only based on skills, abilities, and needs of the student. **Topics covered:** advanced features and integration of Microsoft Word, Excel, PowerPoint, Access and Publisher programs.

**CS 301: Advanced Business Simulation**

This course is for students with working skills/knowledge of word processing and Office Suite software. Students build advanced skill proficiency in a simulated business environment by using advanced Office Suite skills to complete a variety of business jobs. The course is offered by invitation only based on skills, abilities, and needs of the student. **Topics covered:** designing, formatting, and composing letters and envelopes, memorandums; tables; creating templates, reports, flyers, certificates, and a newsletter; organizing and prioritizing work to meet deadlines; following business standards.

**CS 680: Independent Study**

Advanced Customer Service students who have completed the regular coursework expand skills by applying them in a work-related project either on-campus or at a local business. Specific course content and projects are individualized based on the student's ability and interest and the business or school need. **Topics or skills used may include:** telephone, computer, and communication skills to accomplish business-based projects.

**CS 690: Work Internship**

This course is for students interested in working in the field while continuing classroom studies. This is a flexible course designed to insure that the student is employment ready. **Topics covered:** determined by the work internship supervisor.

**HC 101: Medical Terminology**

This course is for students interested in learning medical terminology; no prior knowledge is needed. This highly interactive course focuses on medical terms and abbreviations. Students break medical terms down into prefixes, suffixes, and root words to determine the definition of a word **Topics covered:** prefixes, suffixes, root words, abbreviations, medical terminology by body system.